

South Carolina State Library FY 99 Annual Accountability Report

LETTER OF TRANSMITTAL

The South Carolina State Library is proud to transmit its FY98-99 Annual Accountability Report to the Office of State Budget.

The State Library management team each year develops a three-year strategic plan, which is adopted by the State Library Board. During the development of this plan, staff input is sought. The plan consists of five strategic goals with subgoals. An annual business plan is also developed outlining activities to meet these goals. These activities are assigned to specific departments with completion dates noted. The plan includes the agency's board-approved mission statement, which is reviewed annually.

Significant progress was made in the expansion of DISCUS – South Carolina's Virtual Library in FY 99. Through the DISCUS Project, South Carolina is a national leader in providing all South Carolinians equity of access to a wide range of information services.

I am the agency contact for the Annual Accountability Report. Please contact me at ([734-8666](tel:734-8666)) or Jim@leo.scsl.state.sc.us).

James B. Johnson, Jr.
Director

EXECUTIVE SUMMARY

The State Library's mission is to improve library services throughout the state and to ensure all citizens access to libraries and information resources adequate to meet their needs. The three areas covered by the Annual Accountability Report for FY98-99 directly relate to this mission.

The State Library's customers for information services are libraries which request information for their customers and state government personnel who require information for the performance of their jobs. The Library Services section of this report responds to those needs. The goal for this program is to provide informational services to the people of South Carolina through their libraries, to the General Assembly, and to state government employees.

The State Library indirectly serves the people of the state through their local public libraries. The Library Development section covers areas where the State Library's customers are those libraries. The goal for this program is to provide technical assistance and support for the development and improvement of library services statewide.

Finally, the Library Services for the Blind and Physically Handicapped section discusses a special service of the State Library for South Carolinians who are unable to use conventional print. The goal for this program is to provide free library services statewide to those individuals unable to read standard print due to a visual or physical handicap.

The State Library Board annually approves a strategic plan. The current three-year plan covers the period FY2000-2002. A copy of this plan is attached. The plan has six basic elements: mission, values, vision, role statements, strategic issues, and goals. The plan is developed by the agency management team, based upon input from staff and constituents. An annual business plan is developed from the strategic plan with responsibilities for implementation clearly articulated. Throughout the year, the management team meets to review progress towards agency goals. Data is gathered to evaluate and measure the State Library's progress in reaching these goals. The direction the agency takes vis a vis program development and expansion is largely driven by this data, as well as by nationwide trends in the delivery of information services and customer response.

The major State Library initiative over the last few years was the establishment of DISCUS--South Carolina's Virtual Library. The State Library is the leader in providing information to the citizens of the state through DISCUS, an online information source featuring access to a wide variety of information sources, many of which are full text. Participants include all public libraries, all libraries in state and private institutions of higher education, and all K-12 schools. FY98 was the first full year that DISCUS was available. DISCUS delivered over 2.8 million articles in FY98, which exceeds the 2.2 million delivered by the highly touted GALILEO project in Georgia in its second full year. FY99 is our second full year of operation, but the first with all participants since K-12 schools were connected during last year. It is expected that usage for FY99 will greatly exceed 3 million articles delivered;

perhaps approaching 4 million. DISCUS provides statewide access to databases that individual libraries could not afford. DISCUS provides increased access to information at reduced costs.

DISCUS is also available to state government employees who are able to access DISCUS from their offices as well as in the State Library building.

In an effort to meet customer needs, license agreements were negotiated with two additional vendors, thus increasing the number and types of databases available.

The State Library submitted a grant proposal to the Gates Learning Foundation in FY99, which resulted in a grant of \$4.3 million for South Carolina's public libraries for personal computers, printers, software, and training. This grant is the largest single private grant ever for South Carolina public libraries. Equipment will be installed in FY99 and will double the number of Internet available workstations in public libraries, greatly increasing the availability of DISCUS.

Comments from users of DISCUS are uniformly positive. Public library patrons in rural areas cannot believe they have access to such information. Students are amazed at the amount and currency of information available to them on almost every topic. The State Library intends to exceed the expectation of these users by providing remote access to DISCUS in FY 2000. When fully implemented South Carolinians with Internet access will be able to access DISCUS from their homes or their offices, as well as in libraries.

The State Library established three committees (composed of public, academic and school librarians) to assist with DISCUS. There is an overall DISCUS Advisory Committee, a Database Assessment Committee, and a Technology Assessment Committee. Such customer participation has greatly enhanced the development of DISCUS. Feedback is solicited directly from various associations representing the three types of libraries involved in DISCUS. A major evaluation of DISCUS will occur in FY2000 to determine future direction and funding necessary for the enhancement of DISCUS. In FY2000 DISCUS will operate with the same \$1.5 million from EIA, supplemented with federal funds administered by the State Library.

While DISCUS is currently an unqualified success, there is a concern that libraries will continue to have the necessary computer equipment to access DISCUS. The Gates grant will help public libraries now, but equipment replacement needs to be budgeted. The State Library was successful in FY99 in getting the General Assembly to increase state funding for public libraries. The increase in State Aid from \$1.50 per capita to \$1.86 per capita and the minimum grant increasing from \$15,000 per county to \$40,000 should enable public libraries to begin to budget more funds for computer technology. The State Aid goal of \$2 per capita remains a high priority.

The State Library also coordinates a cooperative purchase project with academic and public libraries for databases that are not part of DISCUS. This enables participating libraries to gain access to additional information at reduced costs.

The project with the Office of Information Resources, State Budget and Control Board, to extend Internet access to all public library locations was completed in FY99. South Carolina is the FIRST state in the nation to have Internet access in all public library locations. This makes us the benchmark for all other state libraries.

The State Library published two documents this year which will have a long-term impact on public library services in the state. These publications are a new edition of South Carolina Public Library Standards and A Pocket Reference Manual for Public Library Trustees.

The State Library has assumed a major role in the continuing education of public librarians, especially as it relates to technology and use of the Internet. 1,415 public library staff members attended training sessions. State government employees also received training in the use of the State Library and research methods using the Internet. 797 state employees received such training.

An examination of use statistics for Blind and Handicapped Services shows a decrease of 8%. This decrease is the result of a customer survey during the year which indicated that users of this service desired a reduction in the number of books issued to them. Use should slightly increase in FY2000.

A major accomplishment of the State Library in FY99 does not appear in any statistics. The State Library worked with the General Assembly to have the State Library and public libraries included in the First Steps to School Readiness Act. As a result, the State Library has a seat on the First Steps to School Readiness Board of Trustees and local First Steps boards are required to have public library participation. Library participation in First Steps should increase awareness statewide of the role of public libraries in preparing children to enter school ready to learn.

MISSION STATEMENT

The South Carolina State Library's mission is to improve library services throughout the state and to ensure all citizens access to libraries and information resources adequate to meet their needs. The State Library supports libraries in meeting the informational, educational, cultural, and recreational needs of the people of South Carolina.

LEADERSHIP SYSTEM

The State Library management team (Director, Deputy Director, Department Heads and Supervisors) annually develops a 3-year strategic plan, which is adopted by the State Library Board. During the development of this plan, department heads seek input from their staffs concerning items to include in the plan. The plan consists of five strategic goals with subgoals. An annual business plan is also developed outlining activities to meet these goals. These activities are assigned to specific departments with completion dates noted.

The strategic plan begins with the agency mission statement (see above).

It is followed by a listing of the agency's values, which are:

- Quality
- Knowledge
- Freedom of Information
- Access to Information
- Equitable Treatment

The mission statement is supplemented by the agency's vision statement:

The South Carolina State Library is a major leader in the planning and implementation of effective informational and library services for the people of South Carolina. It is a vital component of the State's information infrastructure.

All staff members are informed of the strategic plan, which is reviewed several times during the year by the management team to ensure that progress is being made and to make any mid-year course corrections as needed.

The agency utilizes work teams (often crossing formal department lines) whenever appropriate to address agency needs. One of the most successful teams is the Home Page Team charged with developing the content for the various State Library home pages which are among the most frequently used in State government. Several teams have become formal committees, such as continuing education and public relations.

The State Library Board has adopted a Staff Development Policy. State Library staff have developed a Staff Development and Training Plan. Copies are provided to each staff member. The plan is also formally presented to staff. The agency expects staff members to upgrade their skills in order for them to help the agency meet its mission. The plan states that "...it is the responsibility of each individual to assess his/her needs and seek opportunities for personal growth. Library support for personal development activities is pursuant to the department's needs."

CUSTOMER FOCUS AND SATISFACTION

The State Library has a long tradition of providing quality informational services to its customers, which include libraries, state government employees, and patrons of the agency's services for the blind and physically handicapped.

The first goal of the agency's strategic plan is to "Serve as a partner with other libraries and information suppliers in providing information needed by South Carolinians in their daily lives." Prior to the beginning of DISCUS-South Carolina's Virtual Library project in 1998, the State Library conducted extensive fact-finding meetings to determine which South Carolina's libraries (public, academic, and K-12 school) desired in an online information service. As a result of those meetings, the State Library has appointed an overall DISCUS Advisory Committee, a DISCUS Technology Assessment Committee, and a DISCUS Database Assessment Committee. These committees provide valuable advice to the State Library on the administration of DISCUS and will be instrumental in the major evaluation of DISCUS slated for Spring/Summer 2000. The agency also meets on a regular basis with the Association of Public Library Administrators (APLA) and the Library Directors Forum of the Commission on Higher Education. Communication is maintained with the library staff at the State Department of Education and leaders of the South Carolina Association of School Librarians.

One of the State Library's major customer groups are the public libraries of the state. The agency continues to address concerns raised by public library directors in a series of focus groups in 1993. Many changes have been implemented as a result of recommendations made at that time. Several committees of public librarians have been established to secure ongoing feedback on State Library programs. Representatives of public libraries served on a committee to assist the State Library in the development of the South Carolina Public Library Standards published during the year. APLA meetings are used as a forum to share information with public library administrators. The State Library also convenes meetings of public librarians when the need arises. An example is a meeting held in August 1999 to solicit comments on State Library proposed changes in regulations governing the use of State Aid for County Libraries.

Public libraries are governed by citizen boards appointed by county councils. The State Library sponsors continuing education forums specifically for board members. The State Library director or his designee attends as many local library board meetings as possible during the year.

State government customer service questionnaires seek to obtain input from state employees about State Library programs. The State Library sponsors a number of continuing education programs for state employees, where input on our programs is solicited.

The State Library's Department for the Blind and Physically Handicapped has an advisory committee of patrons and other service providers. This group meets semi-annually. The agency also publishes a quarterly newsletter which provides patrons information on services

and also solicits feedback on available programs. Biennial surveys are also used with patrons of this service.

DESCRIPTION OF PROGRAMS

Program Name: Library Services

Program Rank: First

Program Cost:

State:	\$1,150,091
Federal:	663,700
Restricted:	<u>1,469,964</u>
Total:	\$3,283,755

Program Goal:

To provide informational services to the people of South Carolina through their libraries, to the General Assembly, and to state government employees.

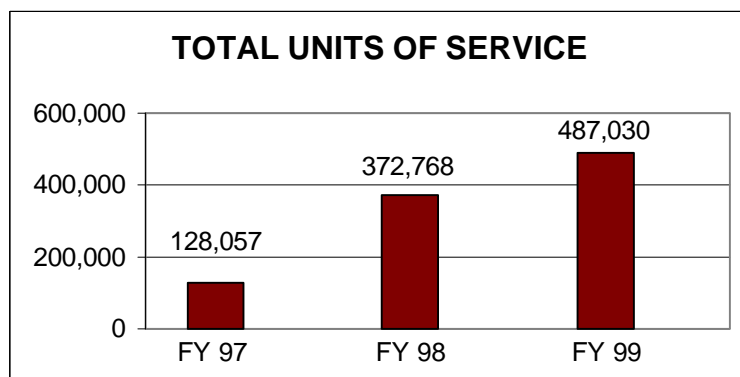
Program Objectives:

To meet the informational needs of all South Carolinians through their libraries, to the General Assembly, and to state government employees via DISCUS and other informational means.

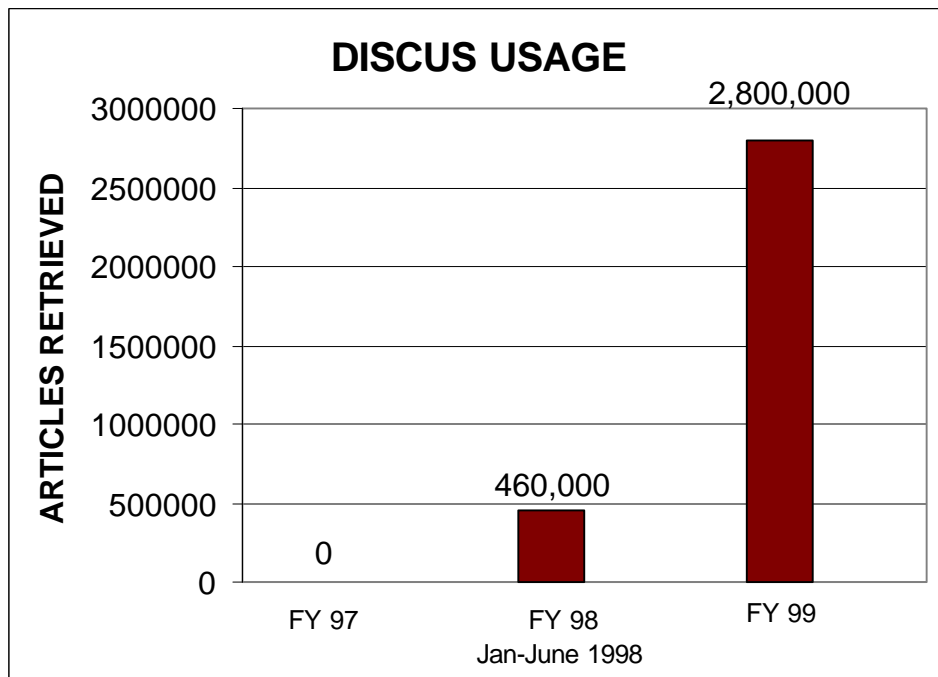
To evaluate additional online databases and newly published materials for purchase.

To train public library staffs and state government employees in the use of the Internet as an information resource.

Program Results:



This chart indicates use of State Library services by libraries & individuals. Significant increases in the last 2 years are the result of increased use of online informational services.



DISCUS – South Carolina’s Virtual Library is making a tremendous impact statewide. We project that South Carolina citizens will obtain approximately 4 million articles using DISCUS in FY 2000.

Program Name: Library Development

Program Rank: Second

Program Cost:

State:	\$5,361,476
Federal:	<u>1,390,882</u>
Total:	\$6,752,358

Program Goal:

To provide technical assistance and support for the development and improvement of library services statewide.

Program Objectives:

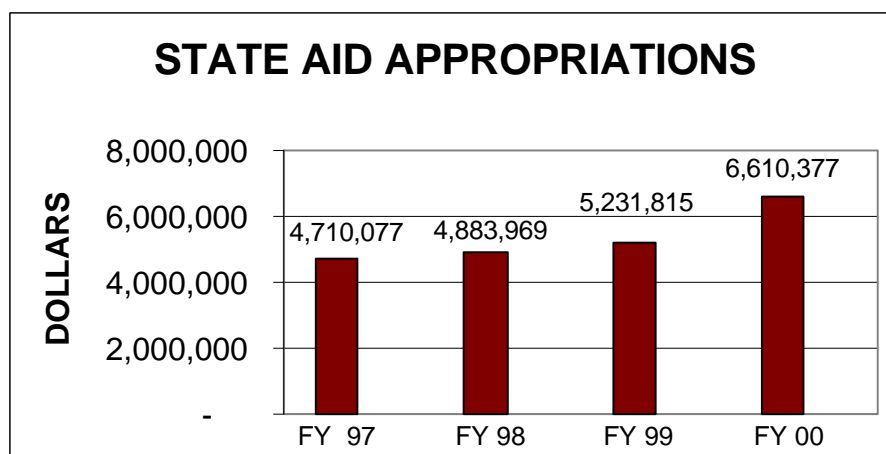
To provide consulting services for the improvement of local library services.

To identify local library needs and develop strategies for meeting them.

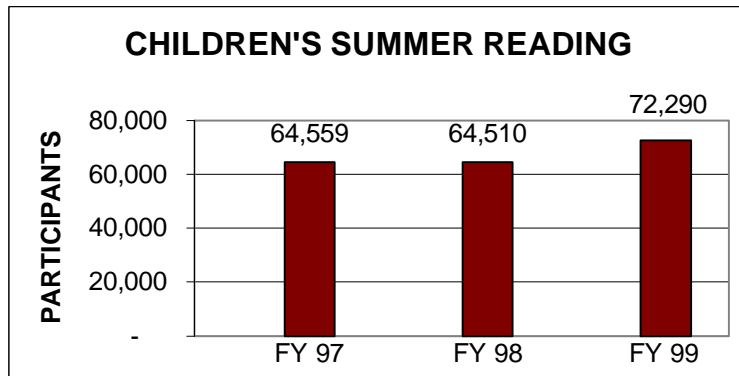
To administer state and federal grant programs.

To provide continuing education opportunities by directly training public library staff and by coordinating a statewide program of continuing education

Program Results:



The State Library has been successful in recent years in getting increases in public library aid. These funds are used locally to hire staff, purchase materials, increase use of technology, etc.



A statewide summer reading program provides public libraries with a means to keep children reading during the summer months so they'll return to school with improved reading skills.

Program Name: Blind and Handicapped Services

Program Rank: Third

Program Cost:

State:	\$587,115
Federal:	113,855
Restricted:	10,456
Total:	\$711,426

Program Goal:

To provide free library services statewide to those individuals unable to read standard print due to a visual or physical handicap.

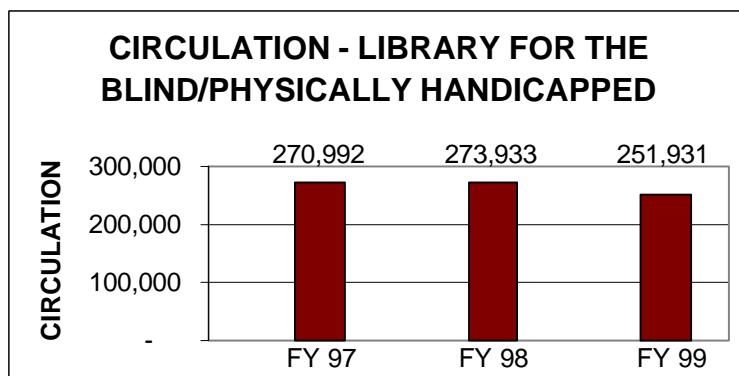
Program Objectives:

To meet the library needs of eligible readers by responding to requests for materials.

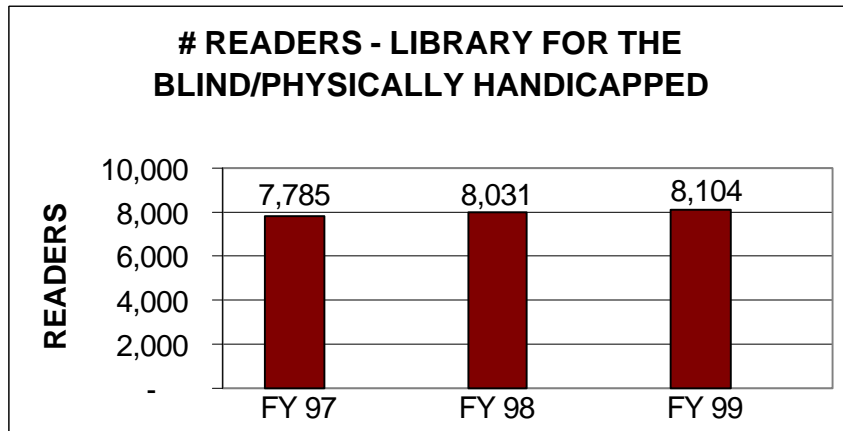
To increase the number of new readers.

To supplement paid staff with training volunteers.

Program Results:



Decline in use was anticipated since the library was responding to a customer survey which indicated users desired fewer books be checked out to them at any one time.



Library continues to show a steady gain in readership.